

## Duty Route & Incident Manager

### JOB DESCRIPTION

**Job Holder:**

**Reports to:** Duty Control Manager

**Grade:** Controller

**Safety Status:** Key Safety

#### 1. Job Purpose

- Interface between NR Rugby ROC and WMT Control during disruption
- Monitor London Northwestern Railway services
- Assist with service recovery.
- Manage agreed contingency plans
- Be the liaison between WMT Control and Rugby ROC
- Be proactively customer focused
- Assist the TSM's West Midlands and West Coast during Disruption on West Coast route

## 2. Safety Details

**A.** This job requires **Security Clearance** (e.g. Running of Special Trains)

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**B.** The job holder is required to hold a relevant **Track Safety** competence (e.g. PTS)

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**C.** This is a **Safety Critical Work Post**

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**D.** This is a **Key Safety Post**

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**E.** Reference to this job is included in West Midland's trains **Safety Certification** documents

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**F.** This job **Manages Employees** (undertakes specific tasks indicated in the occupational & operational standards manuals)

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**G.** This job **Manages Locations** (undertakes specific tasks as indicated in the occupational and operational standards manuals)

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## 3. Dimensions

### A. Financial:

There are no Financial dimensions to this post

### B. Staff:

No staff report to this post

## **4. Principle Accountabilities**

- Ensure effective monitoring of LNR train Services.
- Ensure accuracy of information regarding service delays and disruption events
- Ensure distribution of amended LNR train plans during disruption to the appropriate Stakeholders along the LNR route.
- Proactively challenge NR decision making (i.e regulation / disruption)
- Provide regular LNR updates
- Attend LNW ILR's
- Attend any LNR / NR conferences
- Meet required performance standards
- To ensure PIDD compliance during disruption.

## **5. Context**

### **A: Operating Environment:**

The post is required to interface with internal and external parties including train crew, train crew management, station colleagues, NRES, Network Rail and other Train Operating Companies.

The post is based within Control in the Network Rail Rugby ROC.

### **B: Framework and Boundaries:**

This post has significant latitude to formulate and dissemination of amended train plans.

## **6. Relationships**

### **A: Subordinates:**

None

### **B: Superior(s):**

This post reports to the Duty Control Manager.

## **7. Knowledge and Experience**

- Effective communicator at all levels of the organisation
- Highly developed organisational skills and self starter
- Methodical
- Enquiring/analytical & questioning mind
- Understands Customer needs
- Understanding of West Midlands Trains operations, standards and procedures
- Thorough knowledge of West Midlands Trains routes and geography
- Experience of a customer service environment would be an advantage
- Knowledge of traincrew terms and conditions of service
- Knowledge of software including Word, Excel, Tyrell IO, Trust, Genius, P2, CCIL log, Winpop Messenger and CCF.
- Ability to remain calm and work under pressure
- Attention to detail
- Able to prioritise own workload
- Able to handle large amounts of information
- Articulate and numerate
- Computer literate with good keyboard skills

## **8. Job Challenge(s):**

- To ensure the customer is given the best possible service during times of disruption.
- To be the focal point of the West Midlands Trains Control point at Rugby
- Request alternative transport for all nominated West Midlands Trains services during times of disruption taking guidance from Duty Control Manager.
- Provide real time information to West Midlands Trains station colleagues, traincrew, Control Room staff and customers regarding delays and disruptions according to structured guidelines.
- Ensure West Midlands Trains customers (both able and persons of reduced mobility) are not disadvantaged during disruption.
- Ensure West Midlands Trains are not disadvantaged by Regulation & any issues with regulation are raised with Network Rail, these incidents being recorded in the WMT Daily log
- Ensure customers are provided with the best alternative journey options when planned services are disrupted.
- Ensure PIDD compliance during time the Information desk is unstaffed
- Any other duties commensurate with the grade and post and as requested by the Duty Control Manager or the Control Operations Manager.

## **9. Additional Information**

None

## **10. Sign off**

**Job Holder:**..... **Date:**.....

## **Nominated Deputies**

If this is a KEY SAFETY POST (2 in Safety Details above is “ticked”) a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

**Job title of**

**Nominated Deputy:** .....

**Name of**

**Nominated Deputy:** .....

**Signature of**

**Nominated Deputy:** .....